

# Terms and Conditions

## Bay View House: TERMS and CONDITIONS



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Bay View House  
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The following sets of rules, terms and conditions apply to your stay at BAY VIEW HOUSE. These terms and conditions are designed to keep our beautiful property in perfect condition, safeguard our local environment, minimise disturbance to our neighbours and ensure that all our guests are safe during their stay. We ask that you please make everyone in your group aware of these rules in advance of arrival.



## Booking terms and conditions

### 1. Lead Traveller

The lead traveller/booking contact, hereinafter referred to as 'the user', is deemed to have read, understood and agreed to the Booking Terms and Conditions and the Party and Event Rules of BAY VIEW HOUSE as detailed below, and sent by the owner in advance of check in. The user also undertakes to transmit them to all guests.

The user assumes, for the duration of the period of the booking, the responsibility of the property, and undertakes to refund to the owner, or to any person authorised by him, all the expenses any act of negligence or improper use may incur. Any breach found will be immediately communicated to the owner.

## 2. Payments and Payment Schedule

The reservation deposit must be paid at the time of signing and confirmation of the agreement. The deposit is a non-refundable payment under all circumstances. The booking is confirmed, and your reservation is final, only after payment of the full reservation deposit.

Payments must be made as stipulated in the quote and booking confirmation. The holiday house can only be occupied by the user and guests after payment of the agreed total sum, as well as the security deposit. The owner reserves the right to refuse access to the house if the full amount and security deposit has not been paid, as per the agreement.

## 3. Security Deposit

A security deposit of €1500 must be paid in full before arrival. The security deposit return will be processed 48 hours after departure. This is subject to a departure check being carried out by BAY VIEW HOUSE staff, and the completion of cleaning of the building by our cleaning staff. We understand that small breakages such as glasses and crockery can happen, but we do ask that you let us know so that we can replace them. **\*Please do not use blue tac/white tac or any other type of adhesive to stick decorations or items onto the walls.\*** The wallpaper and plaster finish makes it impossible to remove this cleanly, leaving a mark that cannot be washed off. Please do not move furniture under any circumstances. The owner reserves the right to inspect the property.

The owner will contact the user if any issues arise in relation to the return of the security deposit. The return of the full security deposit requires that:

- All tasks as detailed in the 'Guest Cleaning on Departure' checklist are completed by the user.
- No damage to the property or its contents has occurred.
- No other expenses have been incurred by the owner.

**4. Check in and check out**

Guests will be greeted at the harbour on arrival by your host and your baggage will be collected and brought to the house for you. On check out, your bags will be returned to the pier. Please keep us posted as to your arrival time.

Guests can arrive from 17:00 on the first day of the booking period. Check out is at 10:00 on your day of departure. It may sometimes be possible for your group to arrange a later check out time. Please contact us in advance to organise this.

**5. Cancellation**

In case of cancellation there will be no refunds of any payments that have already been made. There are no exceptions.

The user, or a designated person from the group, must remain at the property on the morning of check out to meet with The BAY VIEW HOUSE staff. If this is not possible, alternative arrangements must be agreed with the owner prior to arrival.

**6. Respect for our neighbours and local environment**

BAY VIEW HOUSE is in a peaceful rural area, and we make sure to maintain an excellent relationship with our neighbours. Please do not cause disturbance of any kind to the local area and those living in it.

Between 12:00AM and 7:00AM all music must be turned to a manageable and respectful level. Doors and windows should be shut to minimise noise pollution. Any form of noise pollution outside the building is prohibited after 12:00AM, including sound installations, music, musical instruments and singing. Upon any request by the owner, or one of the neighbours, the user must immediately put an end to any form of noise annoyance. If the owner or a member of staff is required to visit the property between the hours of 12:00AM and 7:00AM due to noise, a €200 call out fee will be taken from the security deposit.

Failure to comply will result in all guests being asked to leave immediately, with loss of all monies paid including the full security deposit.

**7. Number of guests**

BAY VIEW HOUSE has a maximum capacity of 24 guests. It is very important that we know how many people are staying in the building every night, for fire safety reasons. Please notify us if the number of guests changes between booking and arrival.

The maximum occupancy of 24 guests cannot be exceeded. The installation of tents, caravans, mobile homes or any other additional accommodation is prohibited.

If the user is found to have more guests staying than agreed at the time of booking, the owner reserves the right to cancel the booking and to require all guests to leave the premises immediately.

**8. Group bookings and age restrictions**

BAY VIEW HOUSE does not accept bookings from groups of guests under the age of 25, or from stag and hen parties, unless otherwise agreed with the owner in writing. Guests under the age of 25 must be accompanied by at least one person over 25 years of age.

We reserve the right to refuse check-in to such groups and will not refund any monies paid in advance in the event of non-disclosure of information.

**9. Fire and safety equipment**

The smoke detectors and carbon monoxide detectors must not be tampered with. Doing so puts the safety of the guests and the building at risk.

Any tampering with safety fixtures, fittings and equipment will result in all guests being asked to leave immediately, with loss of all monies paid including the full security deposit.

## **10. Smoking policy**

BAY VIEW HOUSE is a no smoking building. Please do not smoke anywhere in the building. You can smoke outside on the terrace, using ashtrays. Any evidence of smoking inside the building will result in the loss of the full security deposit.

Smoking is allowed outside on the terrace. We kindly ask guests to use an ash tray for cigarette butts. The garden, deck and parking areas are not ashtrays. A fee of €150 will be deducted from the security deposit if cigarette butts are found in any of these areas.

## **11. Out-of-bounds areas of the building**

Guests are prohibited from entering the main electrical room, storage closets and the external boiler room. The user must inform the owner immediately if there is an issue with any building services or facilities. Staff will come to the property to resolve any such issues if required.

## **12. Animals at BAY VIEW HOUSE**

Dogs are most welcome at BAY VIEW HOUSE with prior approval of the owner. Dog owners are fully responsible for the behaviour of their dog and must ensure that:

- The dog is always kept under control.
- The dog is clean and does not bite or damage the furniture.
- The dog is kept off all furniture, beds and carpets.
- The dog does not go into the bedrooms.
- The dog is not the cause of a noise problem, such as excessive barking.
- The dog is never left alone in the house.
- The dog sleeps in their cage or in the shed
- Any dog faeces are immediately removed from the grounds of the house and disposed of appropriately.

Any extra cleaning required due to dirt or damage by the dog, or failure to adhere to any of the above conditions, will result in a deduction to, or loss of the full the security deposit.

Please note that farmers in the local area do not allow dogs onto their land, even when kept on a lead. Dogs are not permitted on most of the walking trails in the surrounding area.

**13. Waste and recycling**

At BAY VIEW HOUSE we like to take care of our environment, so we kindly ask that you help us out by sorting your waste properly. Each bin is clearly marked to let you know what goes where. We have a general waste bin, a recycling bin, and even a food waste bin on site. When it's time to leave, we'd really appreciate it if you could clear out any rubbish from the outdoor areas surrounding the house too.

**14. Parties and events**

It is prohibited for any party or event to take place without the prior knowledge and consent of the owner. Unauthorised parties or events will result in all guests being asked to leave immediately, with loss of all monies paid including the full security deposit.

All authorised events and parties must adhere to our Party and Event Rules. Any party or event that violates the Booking Terms and Conditions or Party and Event Rules will result in all guests being asked to leave immediately, with loss of all monies paid including the full security deposit.

**15. Cleaning Service**

As part of your rate, Bay View House provides a cleaner, for 2 hours per day, from 2pm until 4pm, 5 days out of 7 during a full week stay or daily on short stays. The cleaner is responsible for a light clean of public spaces only. The cleaner is not responsible for cleaning bedrooms or changing beds while the house is occupied. Additional linen can be provided on request.

Additional cleaning services can be provided on request. Please contact us for rates.

**16. Cars and parking**

There are parking facilities at Roonagh Pier where you take the ferry to Clare Island. On special request, you may be able to bring a car to the island for an extended stay, depending on time of the year, tides and weather. Contact Brian on 086 8515003 or Alan on 087 9004115 for more details. Parking is available at the side of the house. The Clare Island roads have a max speed limit of 30km / hr. Please exercise caution due to cyclists and children on narrow roads. All mainland rules of the roads apply on Clare Island.

**17. Damage disclaimer**

The owner can in no way be held responsible for damages incurred by guests, or to their property during their stay at the holiday house. Cars parked in the car parks, and their contents, are left at the owner's risk.

**18. Lost and forgotten items**

Lost or forgotten items can be returned upon request. Please send us a stamped addressed envelope/box or alternatively, a quote for return postage can be provided and must be paid in advance.



## GUEST CLEANING ON DEPARTURE CHECKLIST

We hope you have a wonderful stay at BAY VIEW HOUSE. Before you leave, we kindly request that you take care of a few cleaning tasks to help us keep the place in excellent condition for future guests. We appreciate your help and co-operation with this. In the event that these tasks are not completed, it will be necessary to deduct an additional cleaning charge from the security deposit. We thank you for your understanding.

### **1. Towels**

Please leave all used towels in a pile in each bathroom. Please leave any unused towels folded in the bathrooms. We try to reduce our environmental impact as much as possible by avoiding unnecessary laundry.

### **2. Kitchen**

Please clean all kitchen surfaces and ensure all crockery, cutlery and utensils are clean and put away.

### **3. Breakages**

Please ensure you inform us of any breakages e.g., glasses, crockery, so that we can replace them before our next guests arrive.

### **4. Furniture**

Please ensure that all furniture is in the position it was found on arrival.

### **5. Outdoor areas and BBQ**

To help us keep the outdoor areas looking their best, we kindly ask that you take a moment to tidy up before you go. Please make sure to remove all rubbish, including from the tables, BBQ, and fire pits, and avoid leaving any items from inside the building outside. Additionally, if you used the BBQ, we would appreciate it if you cleaned it after use. This makes a big difference in keeping the space clean and welcoming for everyone.



## **PARTY and EVENT RULES**

The following rules apply to all parties and events held at BAY VIEW HOUSE. They are designed to keep our property and our guests safe. If you are not 100% sure that you and everyone in your group can adhere to these rules, then BAY VIEW HOUSE is not the place for you. As lead traveller and group contact you are financially and legally responsible for the behaviour of your group, and its treatment of BAY VIEW HOUSE building and surrounds. It is also your responsibility to ensure that everyone in your group has been sent and agrees to adhere to these rules. Failure to comply with these rules may result in your group being asked to leave the property early and you will lose all monies paid including the full security deposit.

1. All parties and events must be authorised by the owner in advance. Unauthorised parties and events are prohibited.
2. All authorised parties and events must fully adhere to BAY VIEW HOUSE Terms and Conditions and Party and Event Rules as set out.
3. If the owner or staff feel that proper care is not being taken of the property, its contents or surrounds during a party or event, a house inspection will occur. If it is found that any of BAY VIEW HOUSE terms, conditions or rules are not being followed, the group will be

asked to leave immediately, with loss of all monies paid including the full security deposit.

4. Only guests staying at BAY VIEW HOUSE may attend a party or event held at the house. In special circumstances the owner may make exceptions. However, this must be agreed in writing before a group arrives to check in.
5. BAY VIEW HOUSE reserves the right to terminate this contract if the behaviour or conduct of guests, either prior to or during a party or event, is likely to endanger the safety or well-being of any guest in the group, or if the behaviour or conduct of any guest is deemed to be offensive, threatening or disturbs other residents of adjoining properties and businesses.
6. All parties and events must adhere to the rules in relation to noise disturbance.
7. If a group does not provide the owner with correct information, or in the event of any other non-disclosure of information in relation to the holding of a party or event, the owner reserves to right refuse check-in or to ask the group to leave the premises immediately. Any monies already paid will be lost including the full security deposit.
8. Any damage caused during a party or event, more than the security deposit, must be paid for in full within 24 hours of departure. Further payments may be required where the owner requires time to get an accurate quote for repairing any damage.
9. Use of the 6x3m canopy tent must be agreed in advance. A usage fee will apply. Please ask for more information.

## **THE PUBLIC BAR SPACE**

Bay View House holds a full 7-day Publican Licence which is used for weddings and special events. A full 7-day licence is governed by the state and requires supervision of patrons and prevents the consumption of alcohol not purchased on the premises.

The Public Bar is open to the public on predetermined occasions during which time Bay View House will not be available for rental.

The Public Bar / Entertainment space is made available to guests of Bay View House on a dry basis (no alcohol) from 2pm to 11pm daily. Guests are not allowed to bring their own alcohol into the bar space during that time. Guests can use their own alcohol in the other entertainment spaces throughout the house such as the kitchen, dining room, cigar lounge and outside spaces. If guests would like us to provide bar service during their stay, providing a full range of alcoholic drinks, please contact us for more information.



## **ACCESS TO THE ISLAND / FERRY**

Roonagh Pier is an open harbour and susceptible to bad weather in the off-season (October to March). As such, the ferry operators use alternative ports such as Old Head and Cloughmore in Achill Island when weather does not allow access to Roonagh Pier. Please take note of the following:

1. If weather conditions prevent the ferry from running on a day in which you were to travel to the island to begin your stay at Bay View House, then the equivalent of one night's stay at Bay View House, will be deducted from your booking to support your night's accommodation on the mainland, until the ferry resumes operation the following day. Bay View House is liable for no additional costs in such a circumstance. Our staff will support you in making these contacts on the day.

2. If weather conditions prevent the ferry from running on a day in which you were to leave the island to finish your stay at Bay View House, then the equivalent of one night's stay at Bay View House, will be offered to you free of charge to support your night's accommodation on the island, until the ferry resumes operation the following day. Bay View House is liable for no additional costs in such a circumstance. Our staff will support you in making these contacts on the day.
3. If you arrive on Clare Island via Roonagh Harbour, and you have a car left at Roonagh Harbour, and the ferry is redirected to an alternative port (Old Head or Cloughmore) on your departure day, then you can contact the ferry company to arrange transport to collect your vehicle. The Ferry Operators are contracted by the Department of Rural Affairs to operate the subsidised ferry service and road transport service to Clare Island from Roonagh Pier or the alternative ports. Our staff will support you in making these contacts on the day.
4. If you arrive on Clare Island via alternative ports, and you have a car left at the alternative port, and the ferry operates to Roonagh Port on your departure day, then you can contact the ferry company to arrange transport to collect your vehicle. The Ferry Operators are contracted by the Department of Rural Affairs to operate the subsidised ferry service and road transport service to Clare Island from Roonagh Pier or the Alternative Ports. Our staff will support you in making these contacts on the day.